Update 2016-14: Common Place
Veterans Benefits Verification and Referrals

Background
If a cash aid or Medi-Cal applicant appears to be eligible for Veterans Benefits, an application for these benefits must be made. If the applicant or recipient refuses or fails to do so, then there is no eligibility for that person.

Policy
When completing the “Veterans Benefits Verification and Referral” form (CW 5) or the “Military Verification and Referral Form” (MC 05), the following information MUST, at a minimum, be provided:

- Social Services case number AND Aid Code,
- Veteran’s name (first and last),
- Veteran’s Social Security Number,
- Branch of Service the Veteran served under (dates of service are not required).

Change
When making a referral for Veterans benefits, fax referrals are NOT acceptable. Critical information is not always legible when a referral is made by fax.

CVSO E-mail
The County Veterans Service Office (CVSO) has requested that all referrals be e-mailed to: vets@vets.sccgov.org with “CW 5” or “MC 05” typed in the Subject line of the e-mail.

New Medi-Cal Referral Form
The existing form “Veterans Benefits Verification and Referral” (CW 5) was replaced by the “Military Verification and Referral Form” (MC 05) for Medi-Cal Only determinations.
[Refer to “MC 05 Procedures,” page 25-77]
Referral Responses

Once the CVSO has gathered the requested information, they will e-mail it back to verifications@ssa.sccgov.org and a TMT will be created by designated clerical staff at Benefits Assistance Center (BAC) and assigned to an EW.

Implementation

The change described above is effective upon receipt of this Update.

Programs

This Update applies to the CalWORKs/RCA and Medi-Cal programs only.

The CalFresh program does NOT require applicants to apply for available income as a condition of eligibility.

Documentation

Documentation in the Maintain Case Comments window of CalWIN must indicate when a referral was made or if a referral was not made, the reason why (i.e. only service was in the National Guard).

Forms

The "Veterans Benefits Verification and Referral" form (CW 5) is still required for all cash aid cases with potential for Veterans benefits.

Medi-Cal Only cases must use the "Military Verification and Referral Form" (MC 05) for Veterans benefit referrals.

Clerical

Designated clerical staff at Benefits Assistance Center (BAC), monitoring the verifications@ssa.sccgov.org e-mail box, will create a TMT for the appropriate eligibility staff.

Supervisors

Supervisors must review this Update with their staff at their next unit meeting, but no later than June 30, 2016.

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